

**WHAT IS CLAIMED IS:**

1. A machine remote monitoring system comprising:  
means for determining identification information of  
call station in response to an incoming call;

5        communication means which starts communication with  
the call station when the determining means makes a decision  
such that a call comes from a previously registered station;

10        means for confirming an operating condition of machine  
connected with the call station based on the condition data  
transmitted from the call station in the communication; and

15        information providing means for giving an information  
such that a failure occurs to a predetermined destination  
when the condition data is not a predetermined normal value  
or predetermined data showing an occurrence of failure.

20        2. The machine remote monitoring system according to  
claim 1, wherein the system further includes troubleshooting  
means, which starts up a predetermined program when it is  
confirmed that the failure occurs based on the condition  
data, and detects the cause of failure, and the contents  
given by the information providing means includes the cause  
of failure decided by the troubleshooting means.

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3. The machine remote monitoring system according to claim 2, wherein the system is connected with a network including a server serving as database, and the program is downloaded from the server via the network.

4. The machine remote monitoring system according to claim 3, wherein the detection result of the cause of failure by the troubleshooting means is transmitted to the server as history data together with the condition data.

5. A machine management method comprising the steps of:

making an access to a remote monitoring apparatus from a communication device connected to a managed machine so as to transmit a condition data of the managed machine;

carrying out troubleshooting so as to detect the cause of failure when the remote monitoring apparatus confirms an occurrence of failure based on the condition data; and

giving a message of the occurrence of failure and the cause of failure decided by troubleshooting to a predetermined destination.

6. The machine management method according to claim 5, wherein troubleshooting is carried out using a program downloaded from the server via a network including a server serving as database.

7. The machine management method according to claim 6, wherein the detection result of the cause of failure by the troubleshooting is transmitted to the server as history data together with the condition data.

8. The machine management method according to claim 5, wherein the condition data includes a failure data detected by the machine side, and the condition data is transmitted for each predetermined time and when a failure is detected.

9. The machine management method according to claim 8, wherein the condition data is transmitted when the machine starts to operate.

10. The machine management method according to claim

5, wherein the destination is at least one of a maintenance staff of the machine and a user of the machine.

5           11. The machine management method according to claim 10, wherein history data transmitted to the server is stored in the server, and an access is possible from any one of the maintenance staff and the user with previously allocated identification information.

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12. The machine management method according to claim 6, wherein the remote monitoring apparatus displays the detection result of the cause of failure by the troubleshooting, maintenance parts required for taking suitable measures to the cause of failure, and an order screen for ordering the maintenance parts, and the order screen is operated so as to order the maintenance parts to a provider or maker included in the network.

13. The machine management method according to claim 6, wherein the remote monitoring apparatus displays the detection result of the cause of failure by the troubleshooting, maintenance parts required for taking

suitable measures to the cause of failure, and an instruction screen for providing information about cost required for maintenance to the user, and the instruction screen is operated so as to make an inquiry for taking desired measures to the user.

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14. The machine management method according to claim 6, wherein an access to the remote monitoring apparatus from the communication device is made with identification information previously allocated to the machine, and the remote monitoring apparatus is started up in response to the access.

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